

FIG. 1
(PRIOR ART)

094340137-110199

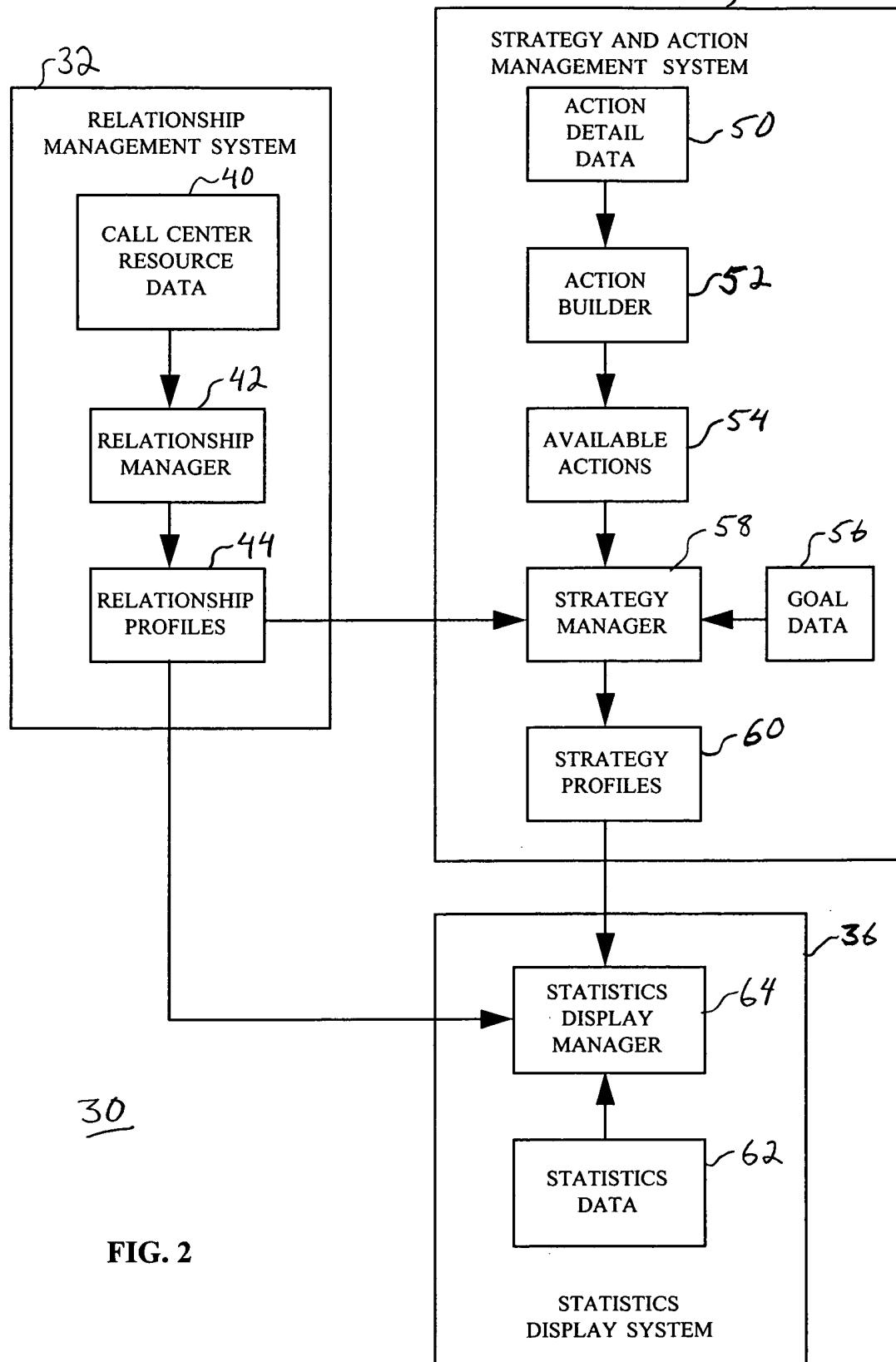


FIG. 2

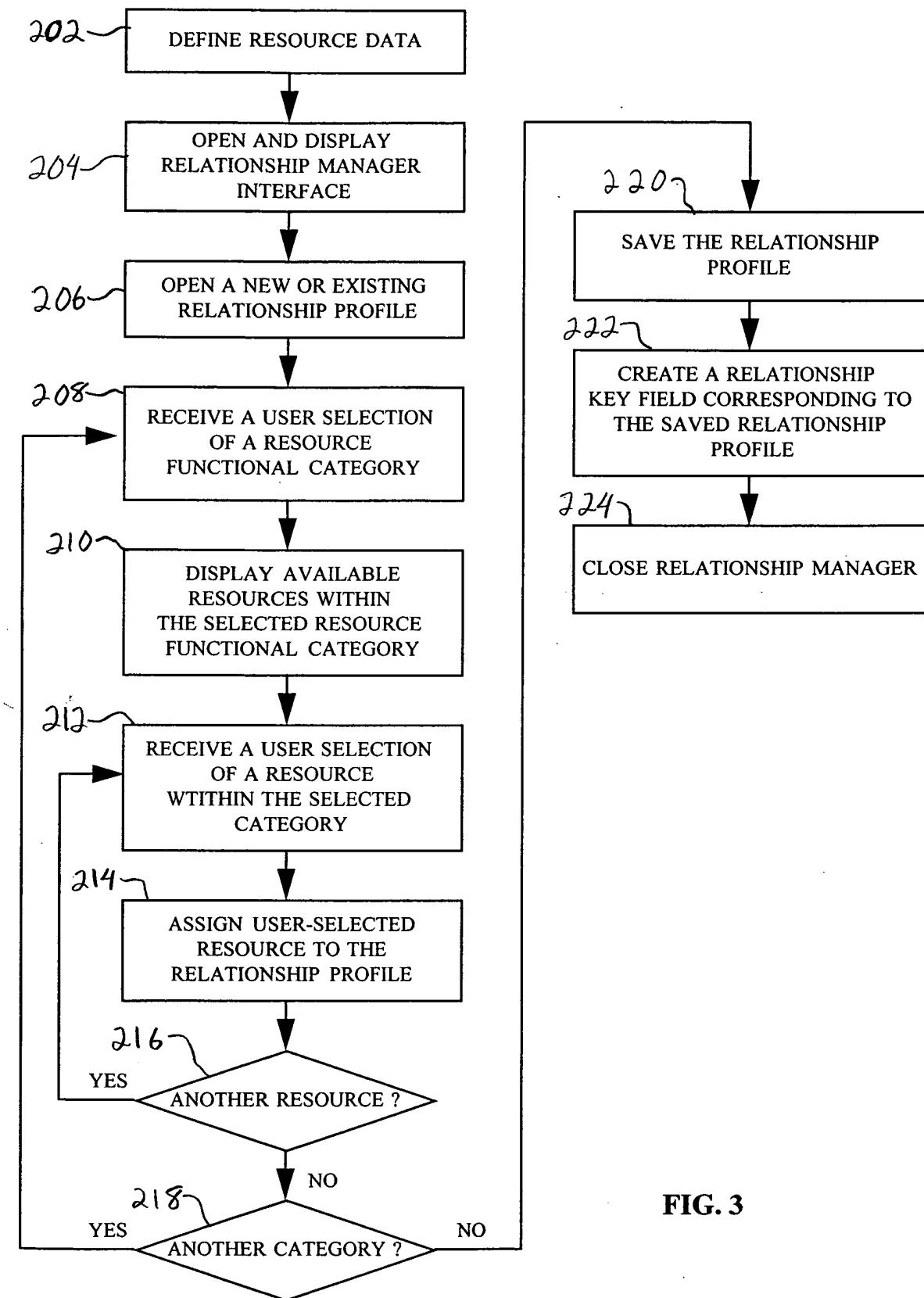


FIG. 3

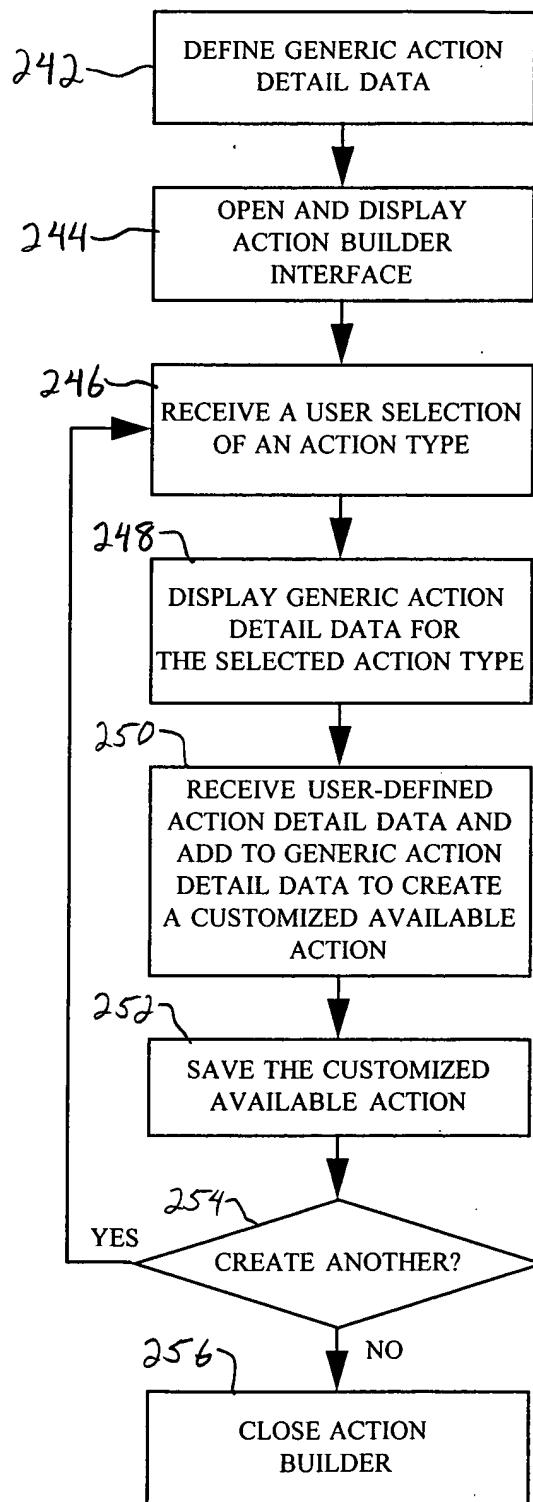


FIG. 4

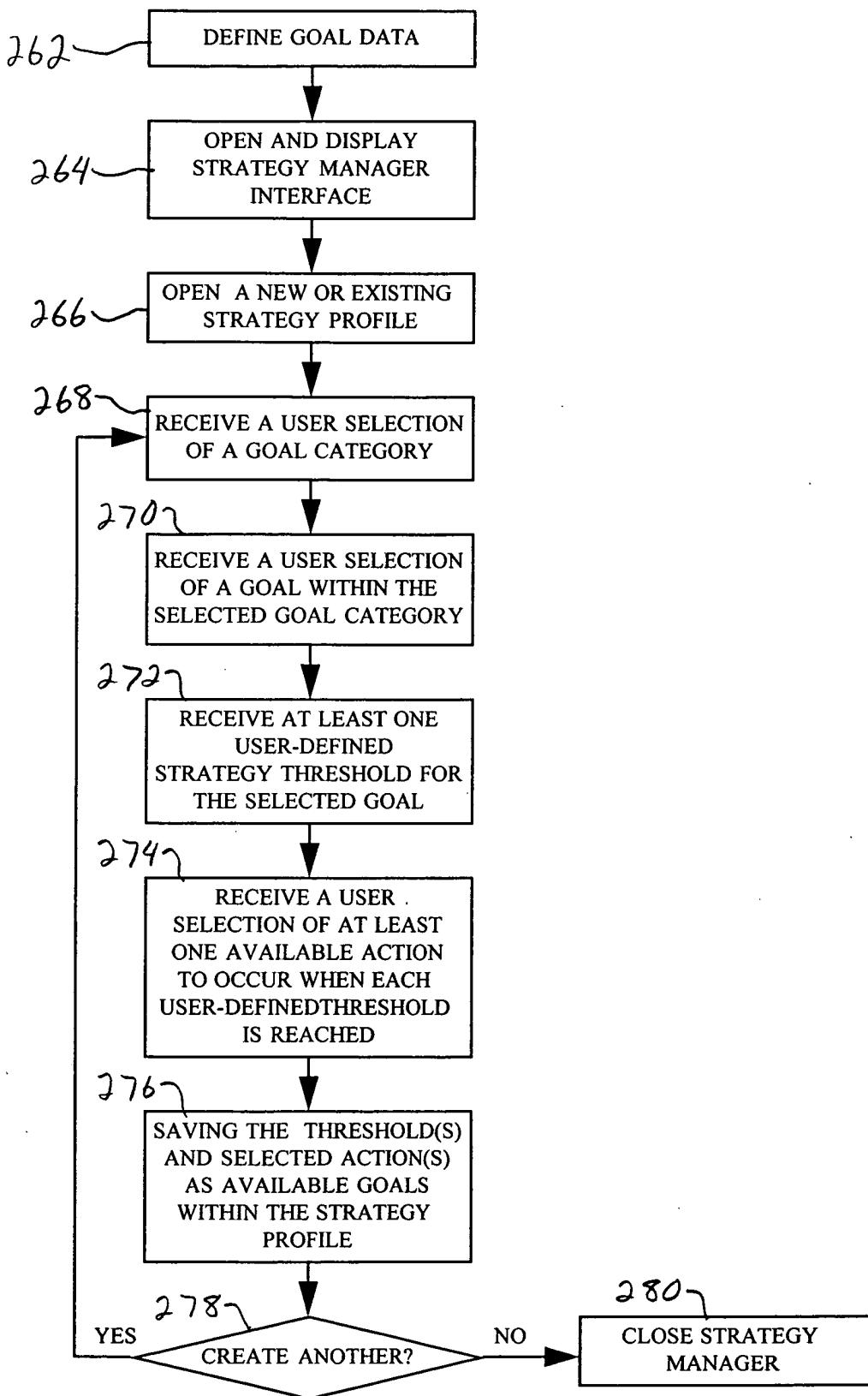


FIG. 5

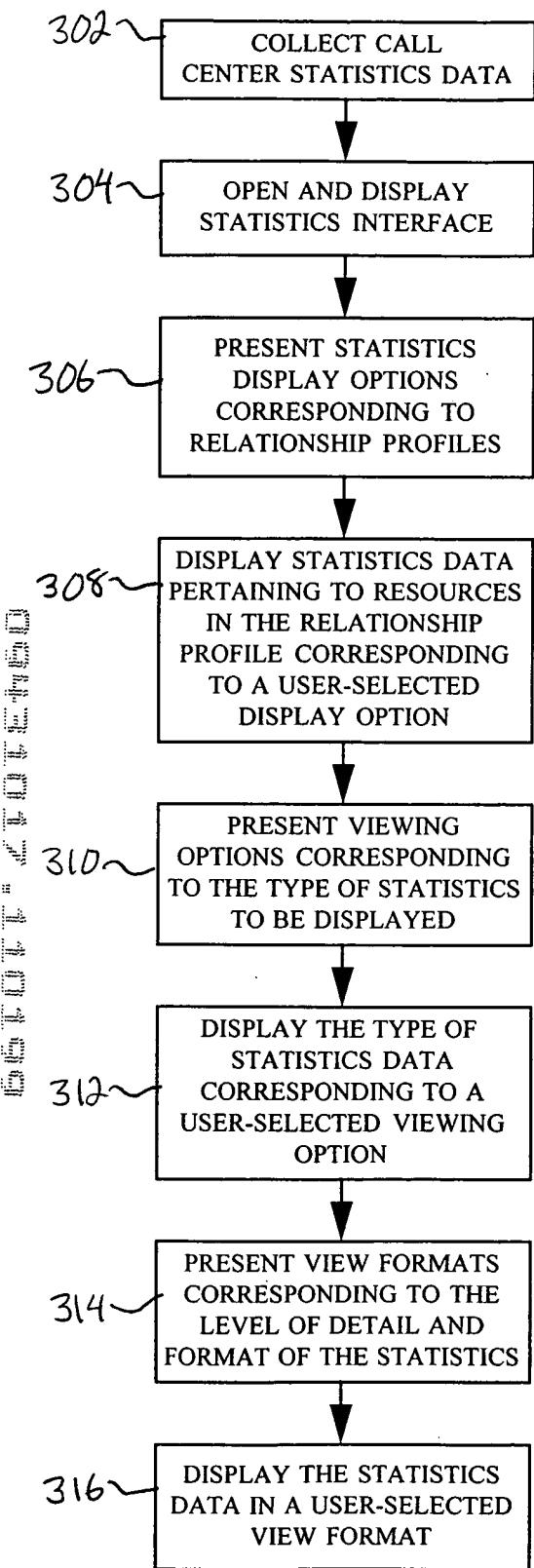


FIG. 6

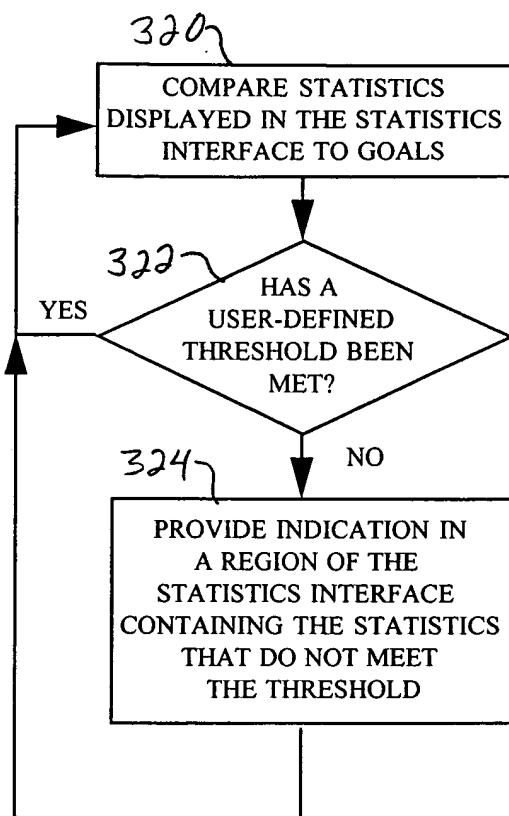


FIG. 7

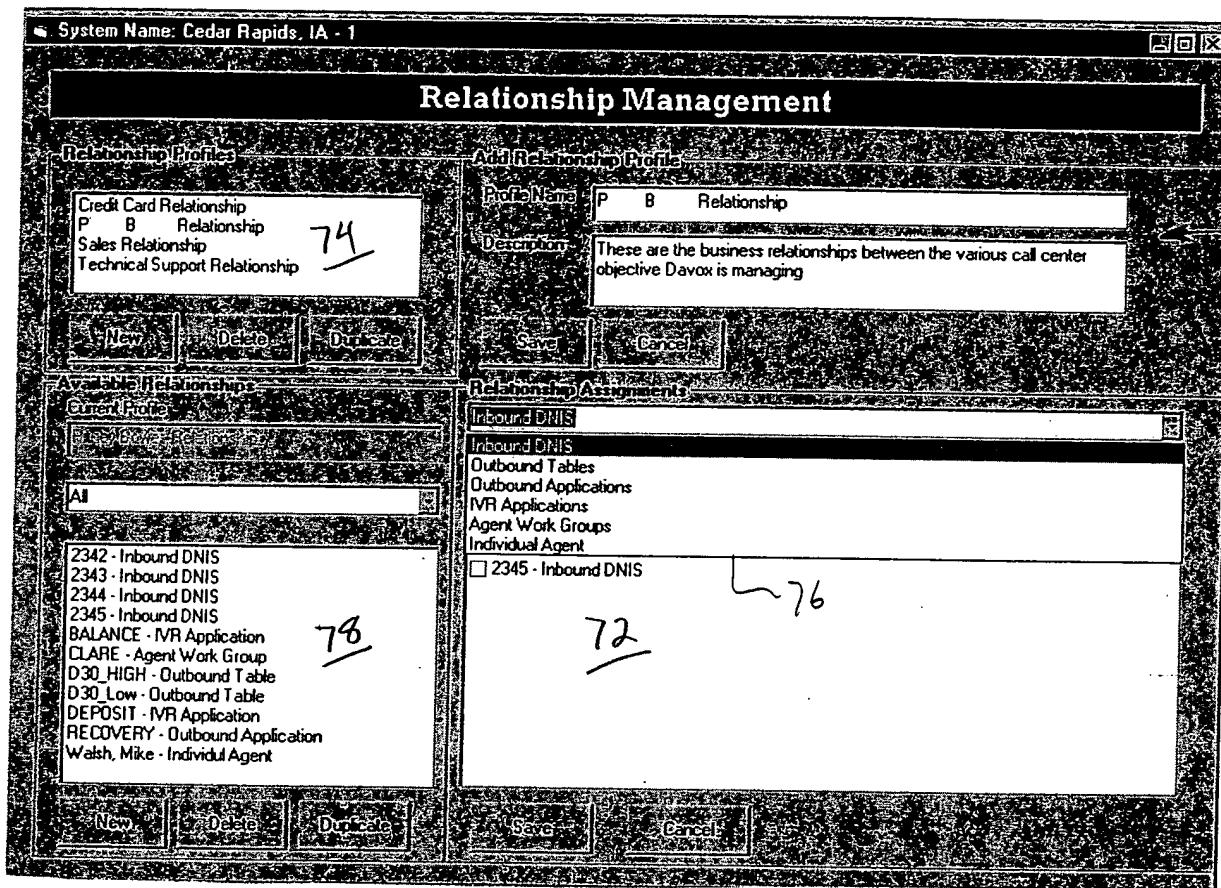


FIG. 8

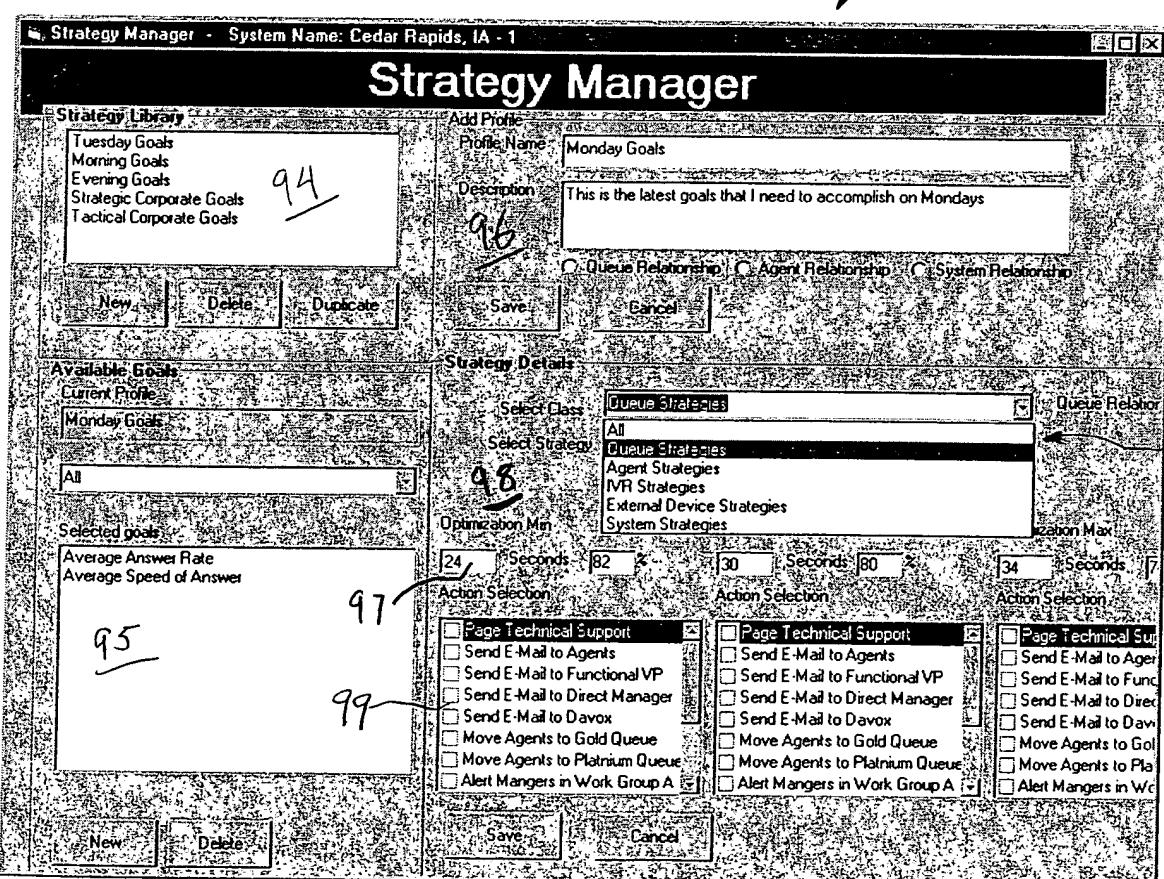
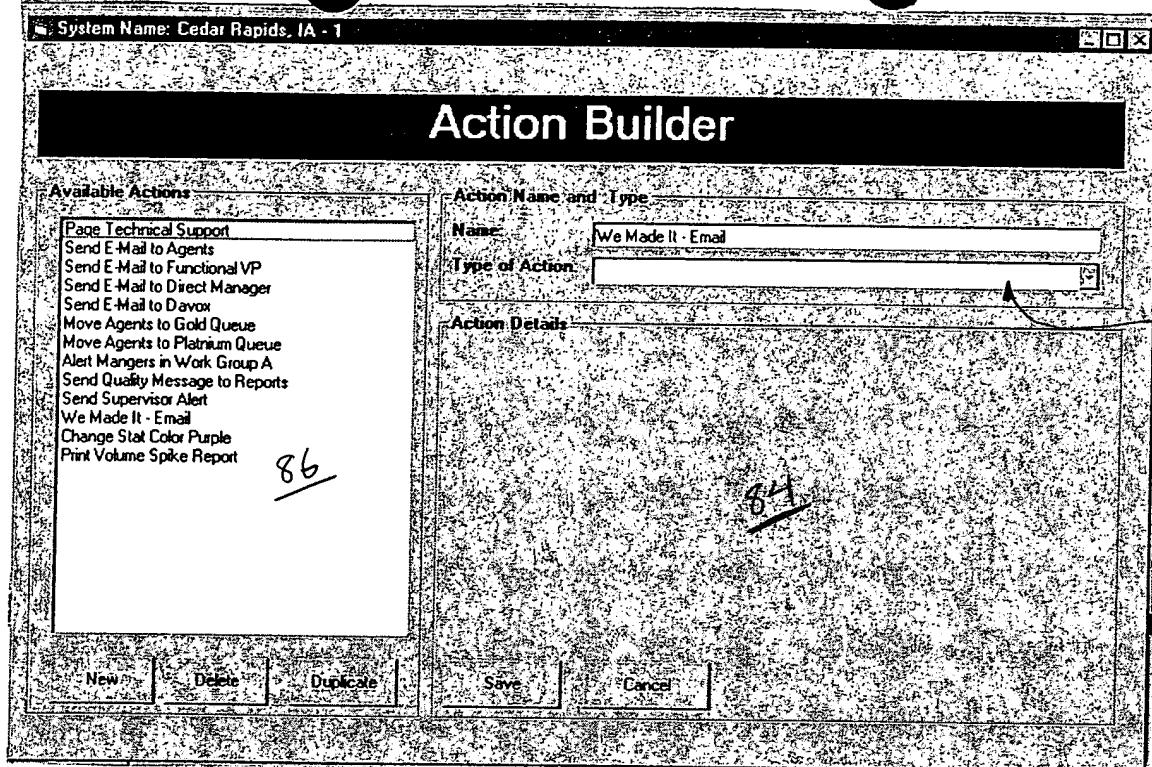


FIG.9

FIG.10

Queue Statistics Screen

Call Center Statistics: Cedar Rapids, IA-1

Display	Management	Preferences			
Relationship					
WorkGroup	on				
Task	Arden				
Agent	Michael				
Customer	None				
Current Stat View:	Service Level				
Queue	Call In Queue	Avg Speed of Answer	Abandon Rate	Service Level	
Campaign	Current: 108	Daily: 1.235	(6) Min Daily: 2.42	(6) Min Daily: 95.9	
Customer Service	245	9 Secs.	5.82	92.1	
Sales Orders	45	632	1 Secs.	3.22	99.1
			.42	36.1	

Outbound

Current Stats View: Volumes

Campaign	Call Record	Contact Rate	Connect Rate	Agent Util	Start Time	Active Time	Calls
Campaign 1	10,000	35/hr	50/hr	95%	8:35 AM	4.35 Hrs	102
Campaign 2	20,000	35/hr	50/hr	93%	9:10 AM	2.78 Hrs	102
							102
							102
							102

E-Mail

Current Stats View: Results

Queue	# of E-Mails	Avg Speed of Response	# Active Agents	Avg Handle Time
Technical Support	6,543	11.5/Hrs	22	95.1
Information Requests	1,450	4.2/Hrs	12	95.1

F16.11

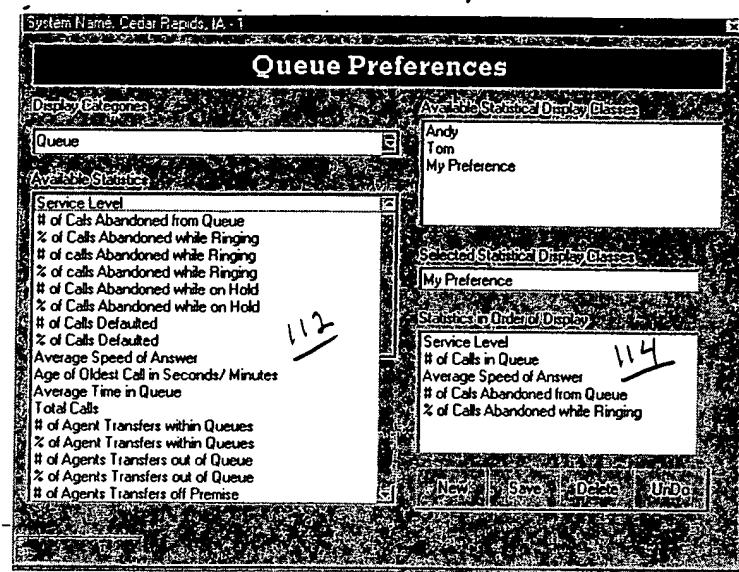


FIG.12

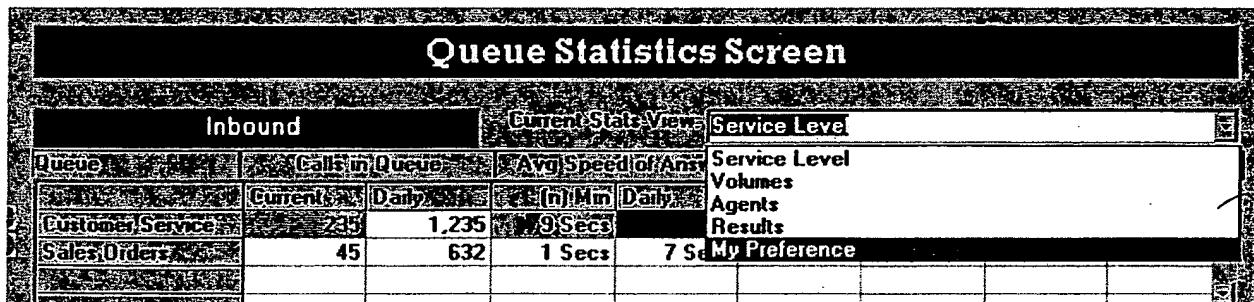


FIG.13

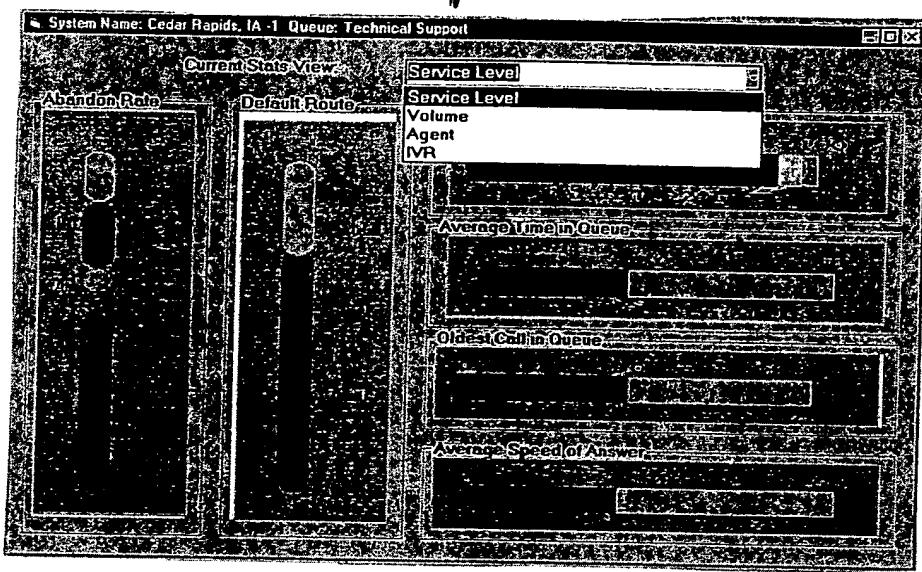


FIG. 14

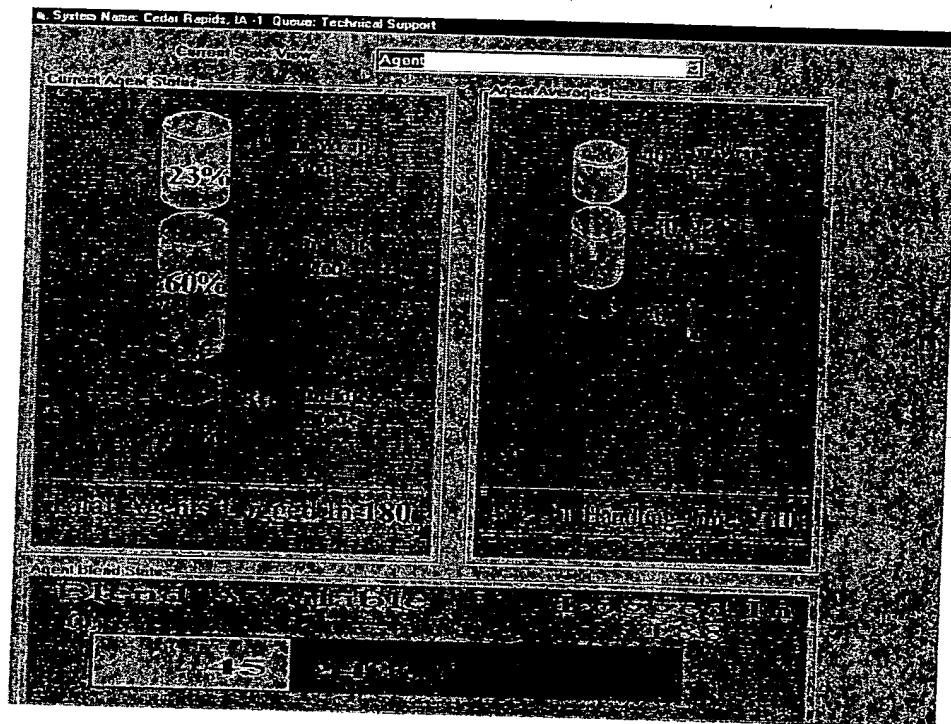


FIG. 15

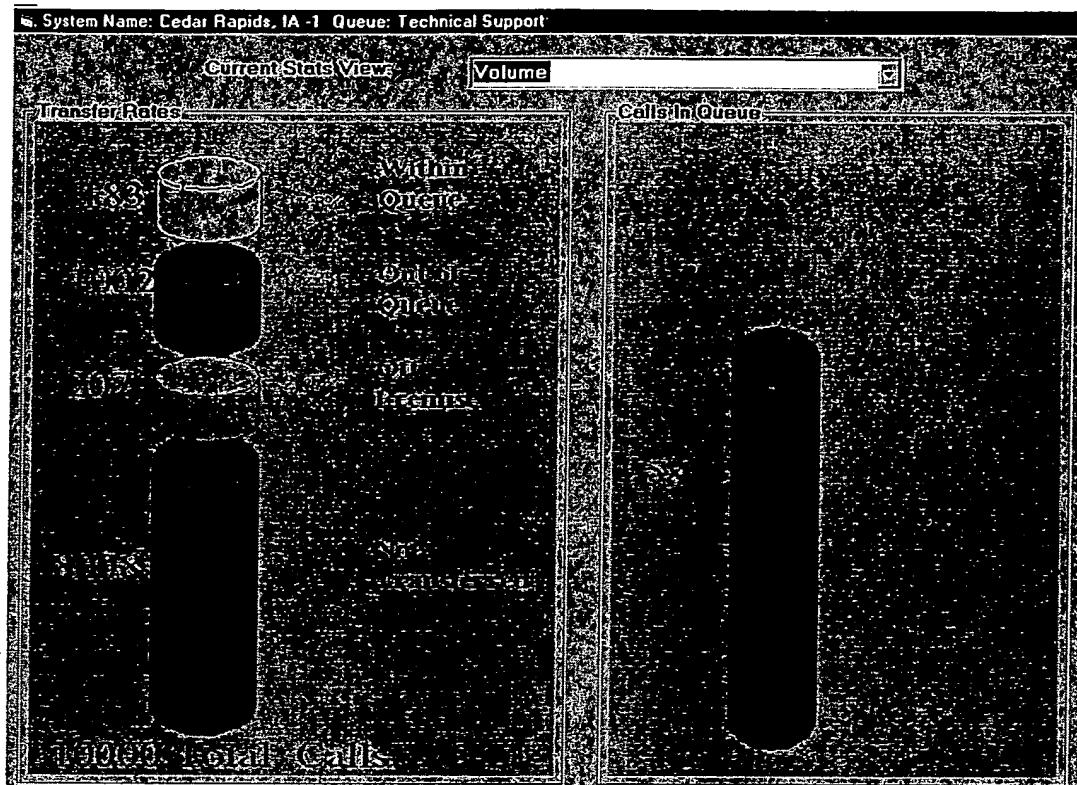


FIG. 16

116d

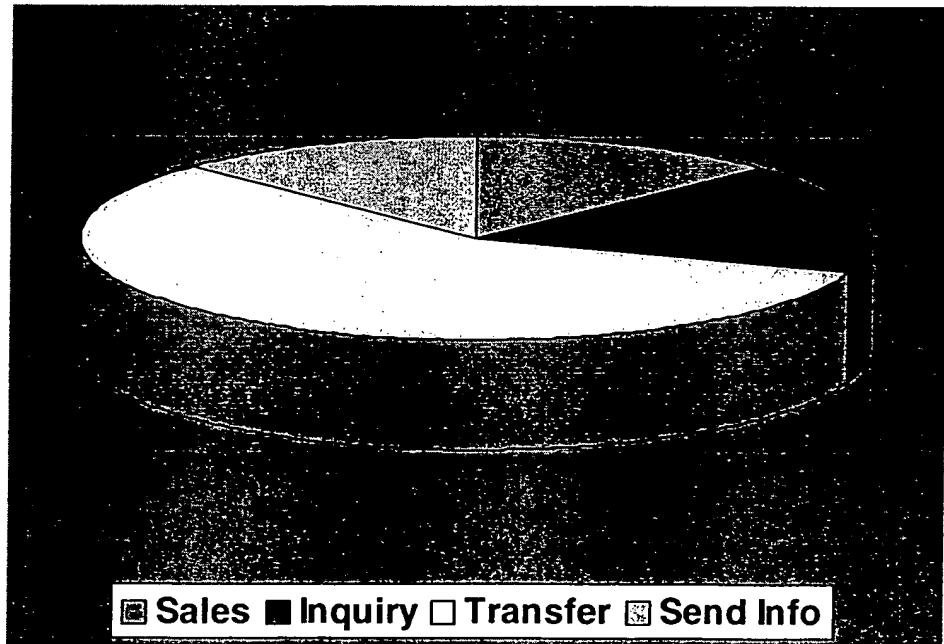


FIG. 17

→ 120
→ 124

System Name: Cedar Rapids, IA-1

Call Center Preferences

Agent Statistics Screen

Resource	State	Current State View		Time
		Logout/In	Talk	
Anderson, Clark	Logoff	6.5 Hrs/100%	2.0 Hrs/3%	
Brown, Shirley	Logoff	3.0 Hrs/100%	Volume	
Groth, Robert	Logoff	3.0 Hrs/100%	Rate	
Heppner, Mark	Logoff		Efficiency	
Hill, Michael	Logoff			
Jones, John	Logoff			
Kelley, Mark	Logoff			
Lamb, Mark	Logoff			
Leach, Mark	Logoff			
Long, Mark	Logoff			
Martinez, Mark	Logoff			
McGinnis, Mark	Logoff			
Miller, Mark	Logoff			
Moore, Mark	Logoff			
Reed, Mark	Logoff			
Rodriguez, Mark	Logoff			
Schaeffer, Mark	Logoff			
Shaw, Mark	Logoff			
Sparks, Mark	Logoff			
Stevens, Mark	Logoff			
Wade, Mark	Logoff			
Ward, Mark	Logoff			
White, Mark	Logoff			
Williams, Mark	Logoff			
Young, Mark	Logoff			

126

129

122

128

All

Fig. 18

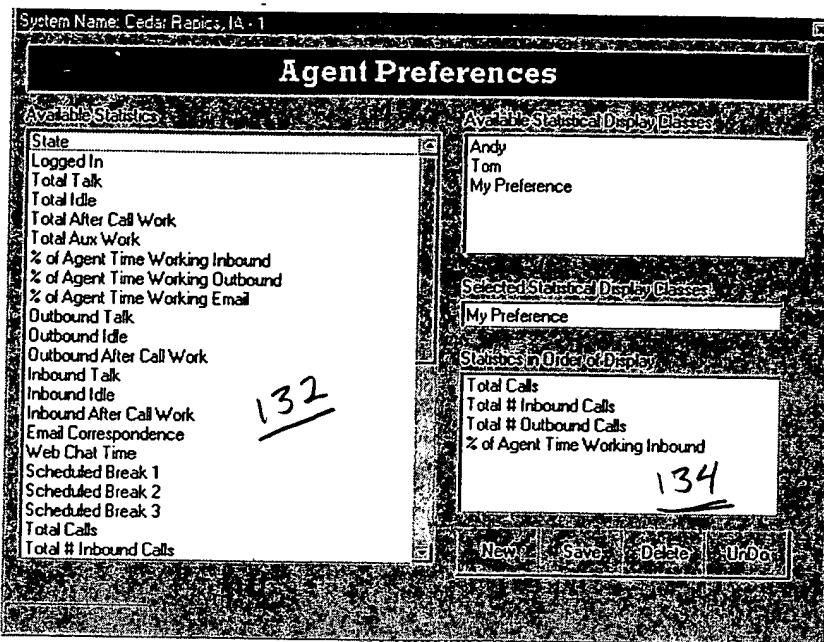


FIG. 19

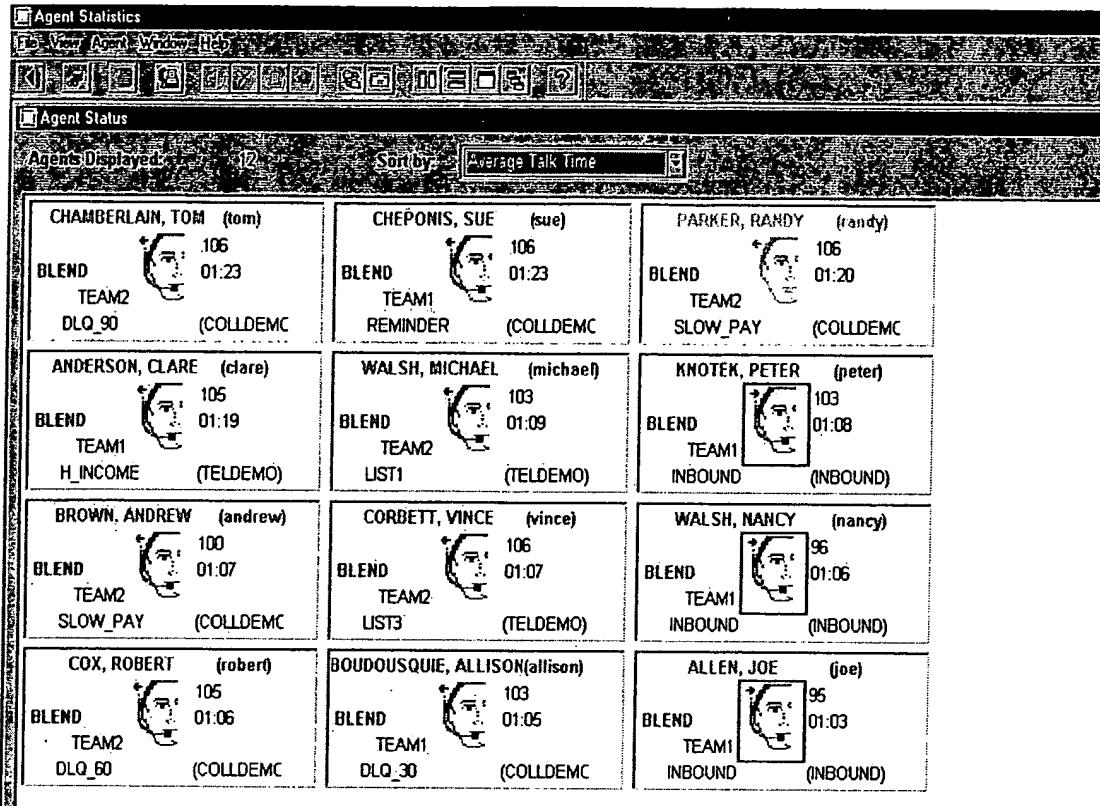
120

Agent Statistics Screen					
Call Center Agents		Current Stats View		Time	
Resource Name	Status	Logged In %	Talk %	Time	
Anderson, Clarence	Idle	6.5 Hrs/100%	2.0 Hrs/3	Time	
Brown, Andy	Wrapup	3.0 Hrs/100%		Volume	
Cox, Robert	Wrapup	3.0 Hrs/100%		Rate	
				Efficiency	
				My Preference	

126

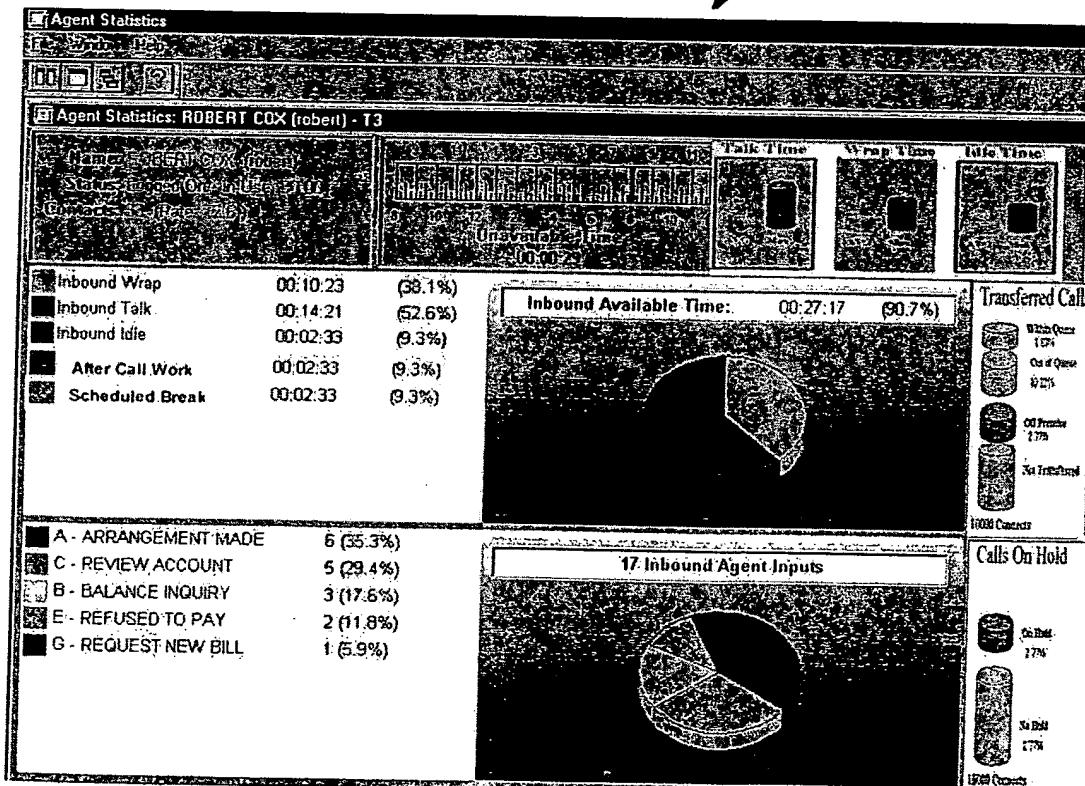
FIG. 20

136



F16.21

138



F16.22